

Complaints Handling

Complaints Handling from CityLearning is a leading training solution for credit and financial institutions. This interactive eLearning course increases staff awareness of the importance of treating customers well.

Complaints Handling offers a practical way of ensuring your staff are trained and tested in the complaints handling aspects of the Consumer Protection Code (CPC). All test results are recorded for easy verification of compliance training.

CityLearning is a leading provider of compliance eLearning solutions in the UK and Ireland.



Who is it For?

Tailored versions of Complaints Handling are available for various financial sectors, including:

- Accountancy firms
- Asset management
- Credit unions
- Investment banking
- Leasing and finance
- Life Assurance
- Mortgage providers
- Retail banking
- Solicitors
- Stockbroking
- Treasury
- Wholesale banking

What Does the Course Cover?

Complaints Handling consists of four modules, each covering a key aspect of complaints handling and ending with a short module quiz comprising randomly generated questions. A course test, also randomised and based on specific objectives of all four modules, completes the course.

Treating Customers Fairly

- details why looking after customers is important to your company.
- lists the penalties for not looking after customers.
- outlines how your company's core values relate to looking after customers.
- discusses key points of interaction with customers.
- describes the role managing complaints has to play in looking after customers.

The Importance of Complaints

- highlights the importance of managing complaints well.
- explains the role of the Financial Services Ombudsman with regard to complaints.
- describes the responsibilities of companies under legislation and the Consumer Protection Code (CPC).

Managing Complaints

- outlines the roles and responsibilities of staff and complaints officials.
- describes the steps for dealing with complaints face to face or by phone, letter, fax or email.
- discusses the details to be recorded in the appropriate complaints register.
- discusses the timeframes for handling complaints and the importance of complaint ownership.

Escalated Complaints

- looks at the typical circumstances under which complaints are escalated.
- outlines the procedures for managing solicitors' letters.
- describes how the Financial Services Ombudsman processes complaints.
- details how to respond to the Financial Services Ombudsman's Schedules of Questions and Evidence.
- lists considerations that apply when compensation or settlement has been proposed for resolution of a complaint.

Sample Case Studies – Case Studies Updated Annually

The FCA fined a UK lender £2.4m for failings in its Payment Protection Insurance complaints handling process.



The Central Bank fined an insurance company for breaching the complaints handling aspects of the Consumer Protection Code (CPC).



See for Yourself

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